

Amani Howe

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Personal statement

Friendly, reliable, and driven individual with strong customer service and leadership experience across hospitality and retail roles. Proven ability to work under pressure, take initiative, and support team operations. Starting a degree in Game Programming this year and eager to bring a positive, hardworking attitude to a new part-time opportunity.

Key Skills

- Customer service & complaint resolution
- Cash handling & upselling
- Store opening/closing procedures
- Team leadership & shift management
- Fast-paced, high-pressure environments
- Strong communication & organisation IT literate (Microsoft Office, POS systems)

Employment History

Facilities Support Officer – Wiltshire Police, Devizes

(September 2024 – May 2025)

- Oversaw property estates, coordinated contractors, and managed office moves
- Operated and maintained equipment, including daily generator checks
- Handled maintenance tickets and provided professional communication via email
- Performed safe manual handling of heavy items in team settings

Assistant Manager – Caffe Nero, Marlborough

(November 2023 – August 2024)

- Opened/closed store, handled cash and safe counts, delegated team tasks
- Ensured hygiene, quality, and safety standards were met daily
- Delivered excellent customer service, resolving complaints calmly
- Contributed to maintaining highest customer feedback score in the area

Team Leader – Cineworld, Swindon

(February 2023 – October 2023)

- Completed leadership training, supervised shifts, and authorised refunds/ticket changes
- Managed paperwork, stock counts, and technical duties (projector operation)

- Delivered fast-paced, friendly service while ensuring operational efficiency
- Served alcohol and ensured to check IDs

Crew Trainer – McDonald's, Swindon

(July 2021 – November 2022)

- Trained and supervised new staff, maintained safe and clean environment
- Handled customer complaints with patience and professionalism
- Assisted management with shift running and team support
- Worked under-pressure in a fast-paced environment

Education

SAE Institute, London

(September 2025 – est. 2027)

BSc (Hons) Game Programming

St. John's Marlborough

(A Levels 2022 | GCSE's 2020)

A Levels — 2022 Forensic Science (BTEC), Music (BTEC), Photography (A Level)

GCSEs — 2020 8 GCSEs including English, Maths, and Science

Hobbies & Interests

Alongside my work experience, I've developed a strong creative and technical skill set through personal projects in photography, video editing, and game design. I built and refined a photography portfolio using Adobe Photoshop and Lightroom, edited unique and entertaining video compilations with Premiere Pro and After Effects, and began developing a Unity game in C# — gaining valuable problem-solving, IT, and creative skills along the way. These projects reflect my ability to stay motivated, learn independently, and bring ideas to life.

References

References are available upon request.